SERVICE PORTAL

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ABSTRACT

Recent hardware service companies maintain logs related to service and hardware manually. Maintaining these logs is time consuming, thereby increasing workload of service manager. Due to this service is not properly and timely delivered to the customer. Current system has the issue of not being able to maintain track of the service call and its allocation to service team. So there is a need of a system that manages the workload and does service allocation automatically, thereby reducing time and enhancing services to customer. So the proposed system aims to develop a web based service and android application to enable the customers to logging and browse through the services and also _les complaints. The system also aims at automatic allocation of the customer request to appropriate service team depending on the type of customer, nature of problem and other parameters. Further the system focuses on analysis of customer reviews for predication of rating using probability's classifier model.

Keyword :- *Distributed systems, Online Information Services, Commercial services*

1. INTRODUCTION

The main aim of this project is to develop a web based service and android application to enable the customers to logging and browse through the service and also file complaints. The system also aims at automatic allocation of customer issue to appropriate service team. Recent hardware service companies maintain logs related to service and hardware manually. Maintaining these logs is time consuming, thereby increasing workload of service manager. Due to this service is not properly and timely delivered to the customer. So there is need of a system that manages the workload and does service allocation automatically. Motivation of this project is to provide automatic allocation of customer issues to appropriate service team.

2.LITRATURE SURVEY

1.**Title**- Customer relationship management for a small professional technical services corporation
Author- W. Fan Year-2004
Description- Customer relationship management (CRM) products and services attempt to produce a better connection between businesses and their customers. These tools are being employed in all fields of business and information technology industries. We focus on the development of one very specific CRM tool to serve the needs of a small consulting and software development corporation. Though specialized for one company, many aspects of this CRM tool can be generalized for the wider range of small and midsized consulting businesses, which are becoming software development firms. These midsized consulting businesses, which are becoming software

development firms. These midsized companies deal with very speci_c issues in customer interactions. This CRM system solves some of the most common struggles companies in this category have keeping their customers satis_ed. Primarily this system provides a conduit for businesses along with their clients and customers to deal with support and service problems. We have developed the necessary database schema and structure to support a Web-based CRM system and front-end portal for both the clients and employees to access, input, and transfer information. This CRM tool shows how customer service systems can work for small consulting and software businesses.

2.Title-An event driven approach to customer relationship management in e-brokerage industry

Author-D.K.W. Chiu

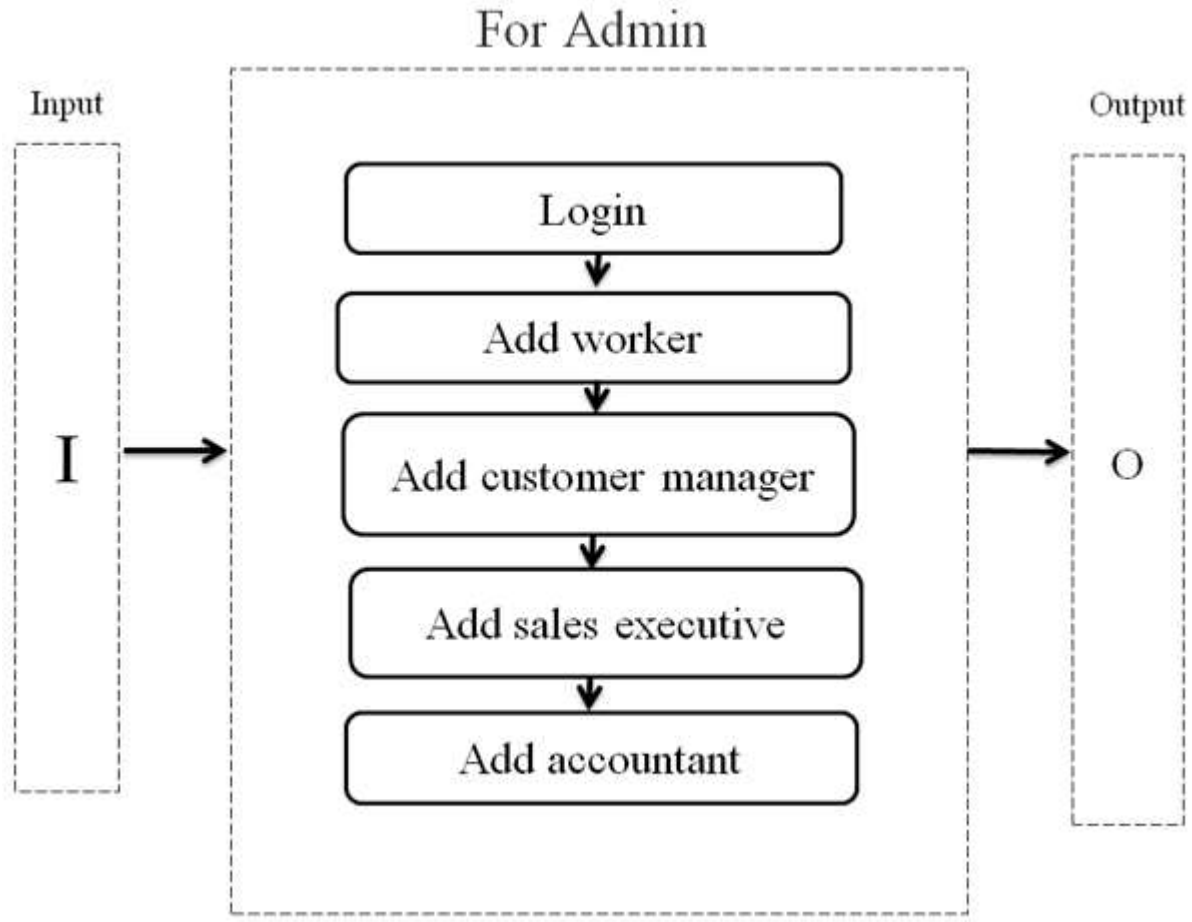
Year-2003

Description-Customer relationship management (CRM) is critical to the success of a business. Recent work in CRM has focused on the mining of customer-related data and the construction of customer behaviour models. In this paper, we present a framework for an effective detection of business events that trigger the execution of customer-related activities based on a set of predefined business rules. An event is the occurrence of some- thing interesting to the system itself or to user applications. Event driven execution of rules in event-condition-action (ECA) form can ensure efficiency and timeliness. This is an important aspect of CRM that few researchers have reported. In the e-brokerage industry, business events concern mainly with clients, brokerage firms and the stock market environment. Business events due to the clients include order placement, complaint, service exceptions, and change of personal profiles. Business events due to the brokerage firms include staff turnovers and amendment of e-brokerage services. Business events due to the environment include market news and actuation of stock prices. An event-driven CRM prototype implementing the proposed framework has been successfully applied to support an e-brokerage system. The prototype integrates a client portal, a call centre, a managerial application, external event detectors and an analysis engine. There is little room in Hong Kong's stock brokerage industry for a brokerage firm to increase its revenue through cross- or up-sale trading.

3.PROPOSED SYSTEM

The customers register with their details and get authentication for an authorized log-in. The proposed system allocates automatic allocation of customer issue to service team. The system delivers the updated resolved issues to customer. It also gives the analysis of customer reviews for predication of ration using probability's classifier mod

4.SYSTEM ARCHITECTURE DIAGRAM



5. CONCLUSIONS

Current hardware service companies maintain logs related to service and hardware manually. Maintaining these logs is time consuming, thereby increasing workload of service manager. Due to this service is not properly and timely delivered to the customer. Current system has the issue of not being able to maintain track of the service call and its allocation to service team. So there is a need of a system that manages the workload and does service allocation automatically ,thereby reducing time and enhancing services to customer. So the proposed system aims to develop a web based service and android application to enable the customers to logging and browse through the services and also files complaints.

6. ACKNOWLEDGEMENT

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